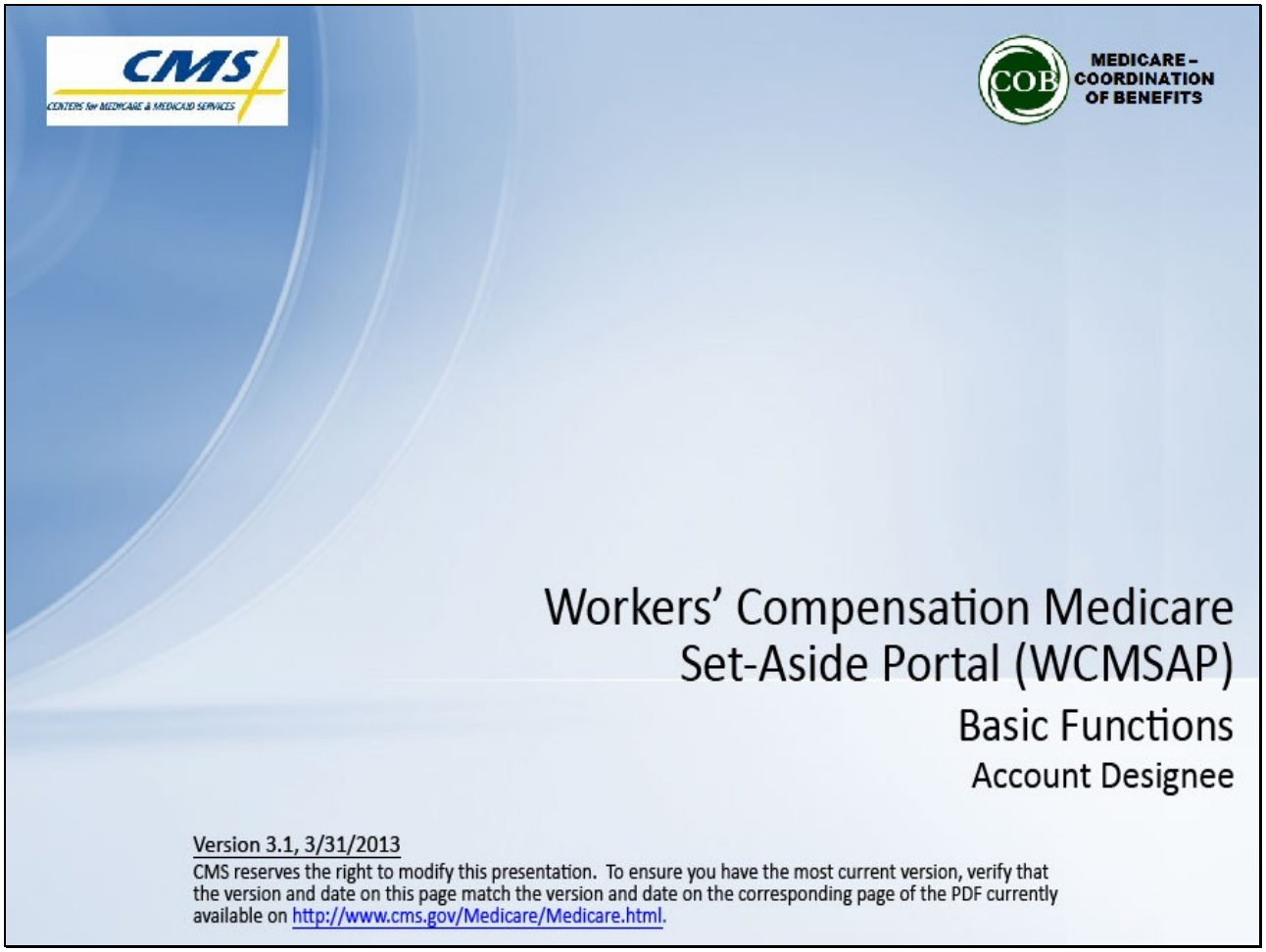
Slide 1 - of 21



Slide notes

Welcome to the Workers' Compensation Medicare Set-Aside Portal (WCMSAP) Basic Functions & Registration - Account Designee course.

As a reminder, you may view the slide number you are on by clicking on the moving cursor. Additionally, you can view the narration by clicking the Closed Captioning [CC] button in the lower right hand corner of the screen.

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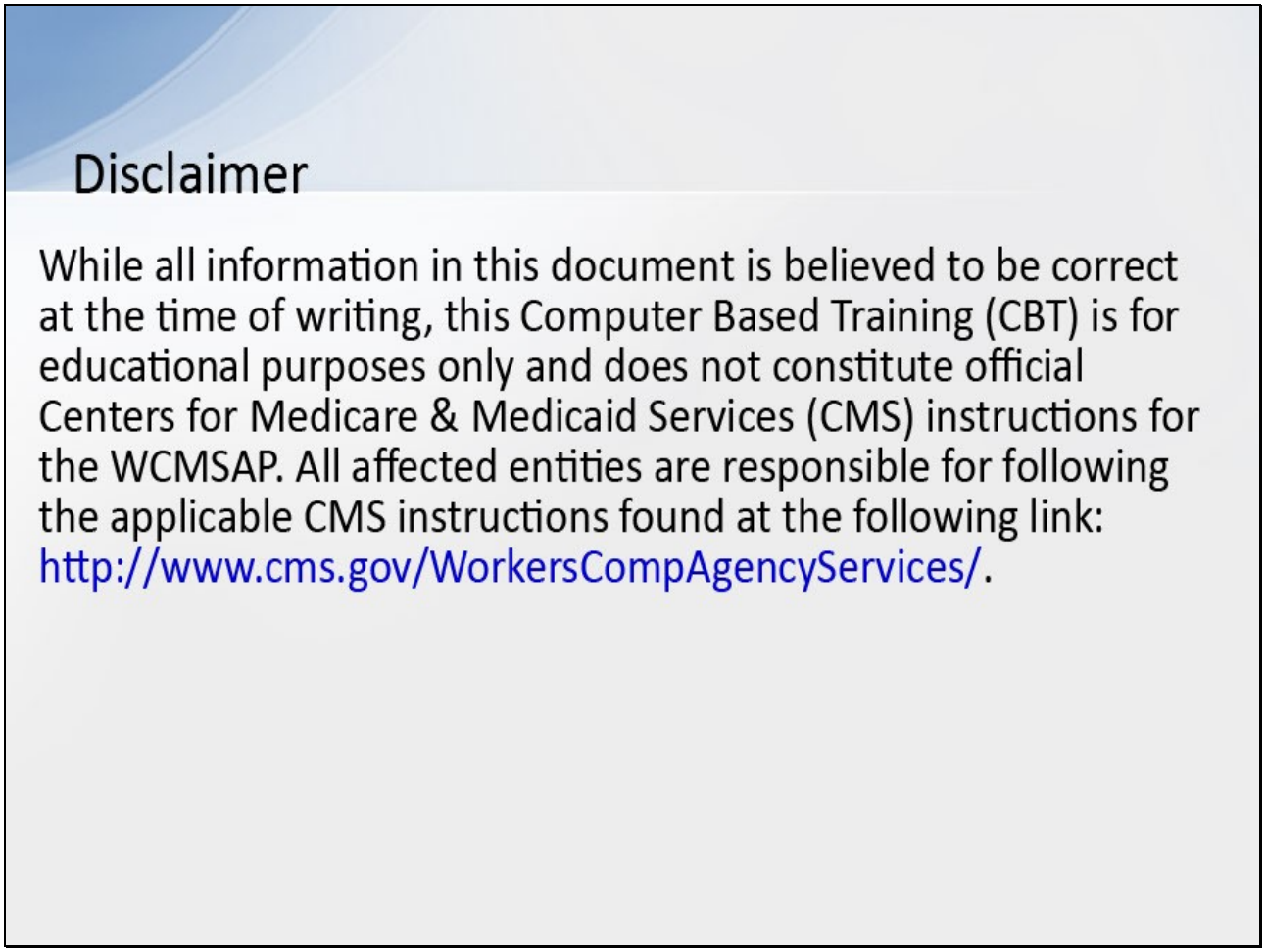

Slide notes

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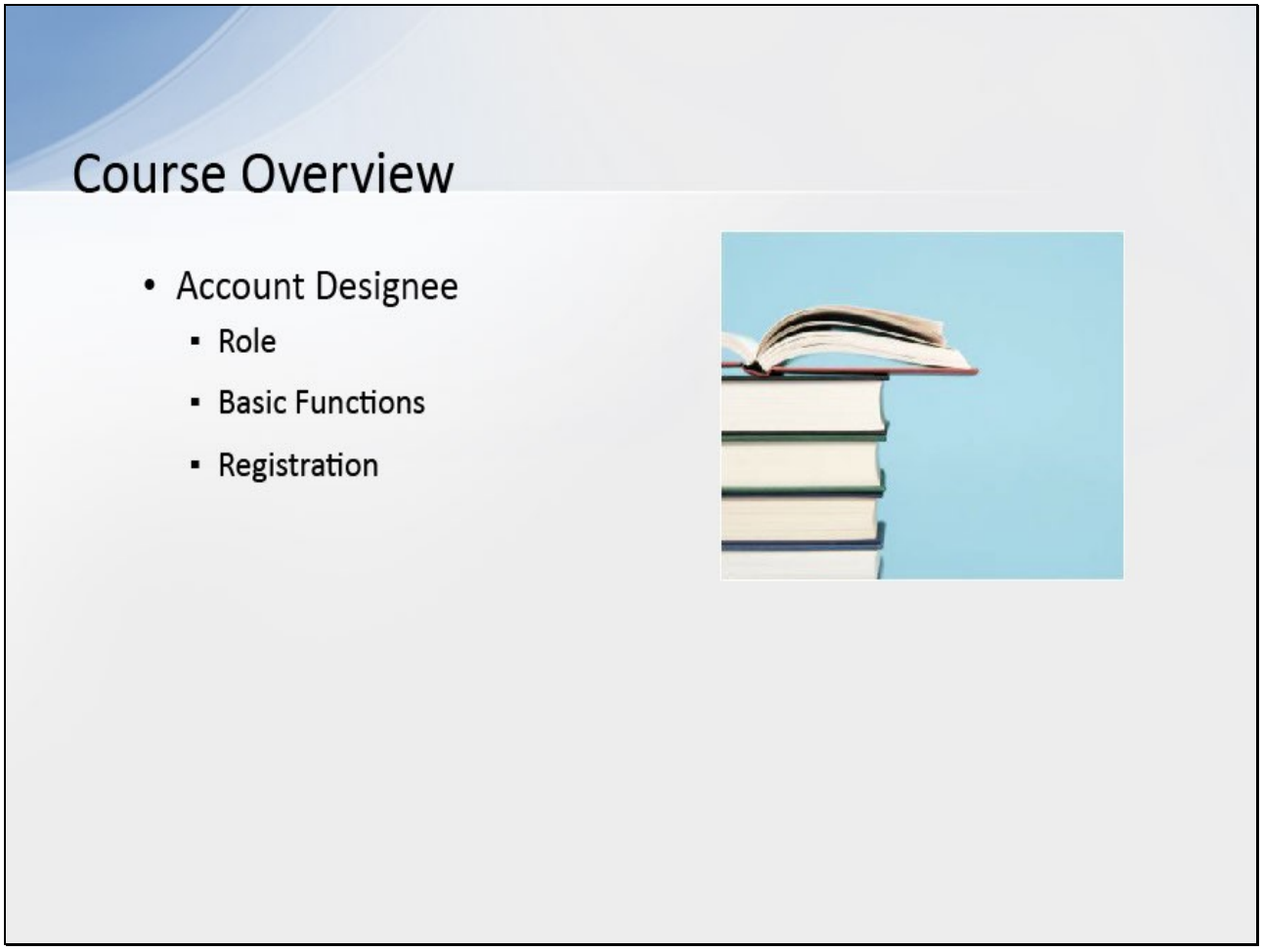

Slide notes

This course will describe the role of the Account Designee, the basic functions available to the Account Designee, and Account Designee registration.

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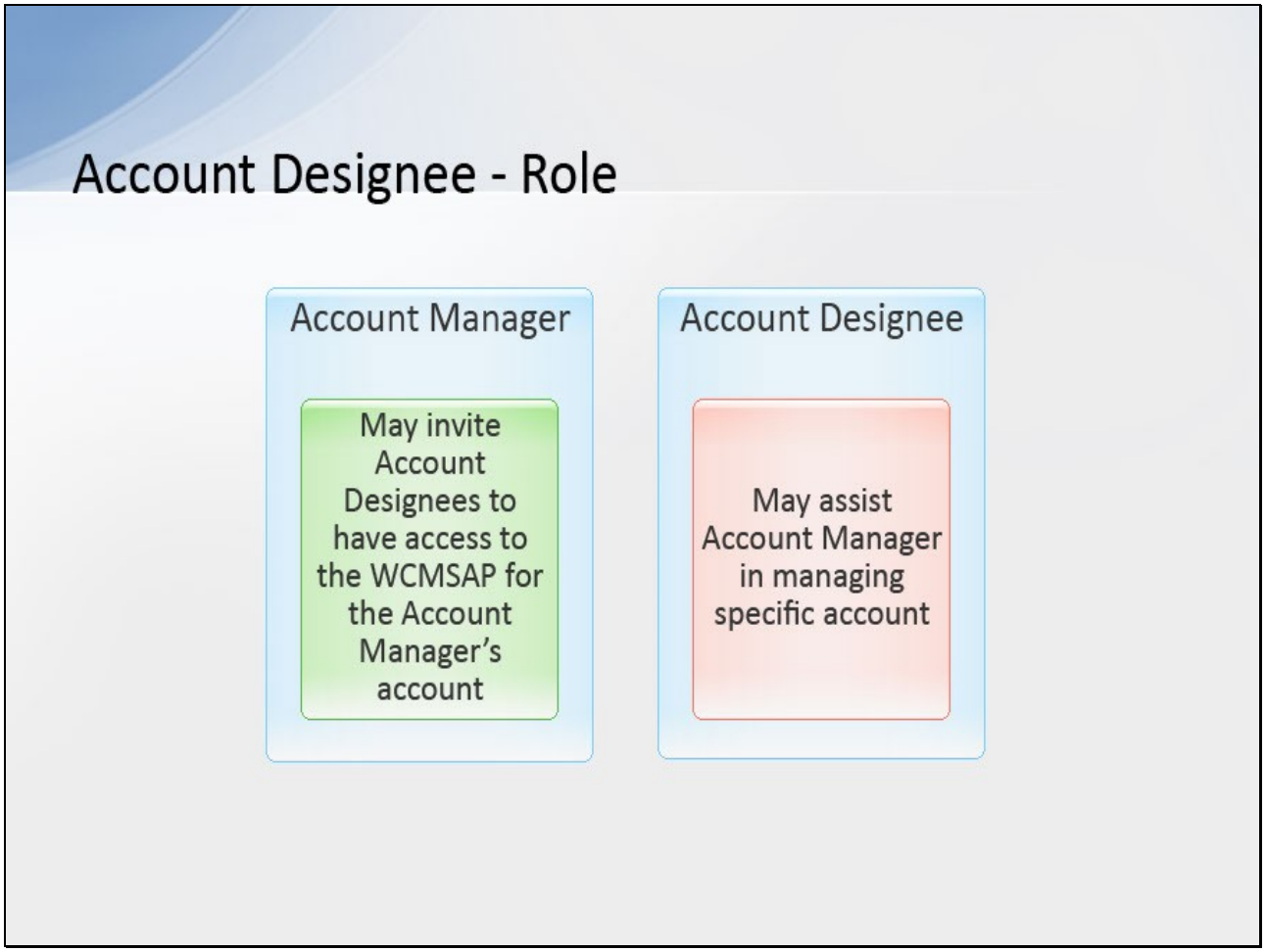

Slide notes

An Account Manager for Corporate or Representative Account types may invite other individuals, known as Account Designees, to have access to the WCMSAP for the Account Manager's account.

Corporate accounts may have up to 20 Account Designees associated with one WCMSAP account; Representative accounts may have up to 5.

Account Designees may assist the Account Manager in managing a specific account.

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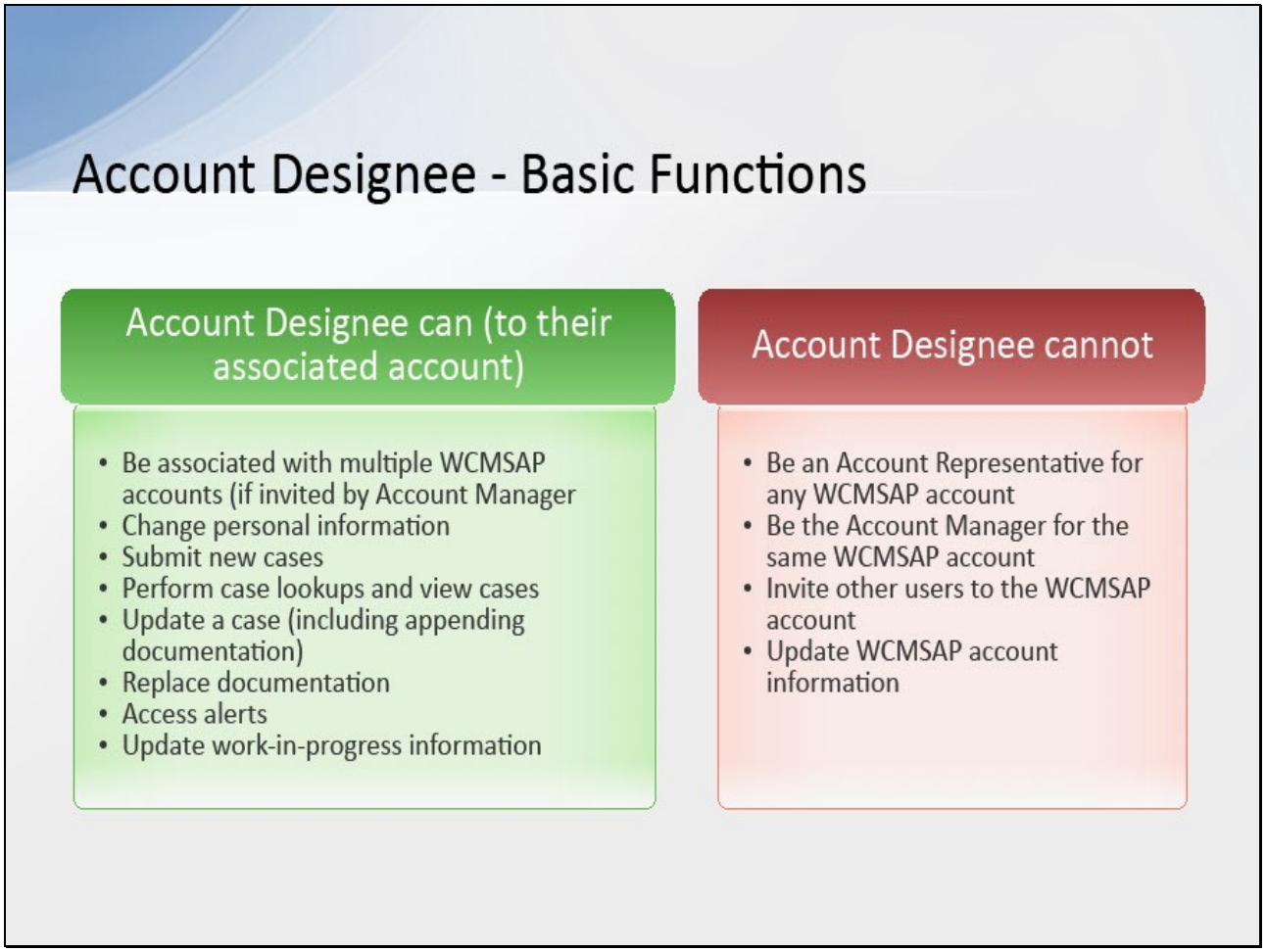

Slide notes

Account Designees can: be associated with multiple WCMSAP accounts but only if invited by the Account Manager for those accounts; change their personal information on the WCMSAP; submit new cases for a given WCMSAP account;

perform case lookups and view cases with which they are associated (cases submitted by the Account Designee or assigned to them by the Account Manager); update (append documentation to) a case that they have been associated with;

replace documentation for cases that they have been associated with; access alerts for cases that they have been associated with; and update work-in-progress case information for cases that they have created or are associated with, as assigned by the Account Manager.

Account Designees cannot: be an Account Representative for any WCMSAP account, be the Account Manager for the same WCMSAP account, invite other users to the WCMSAP account, nor update WCMSAP account information.

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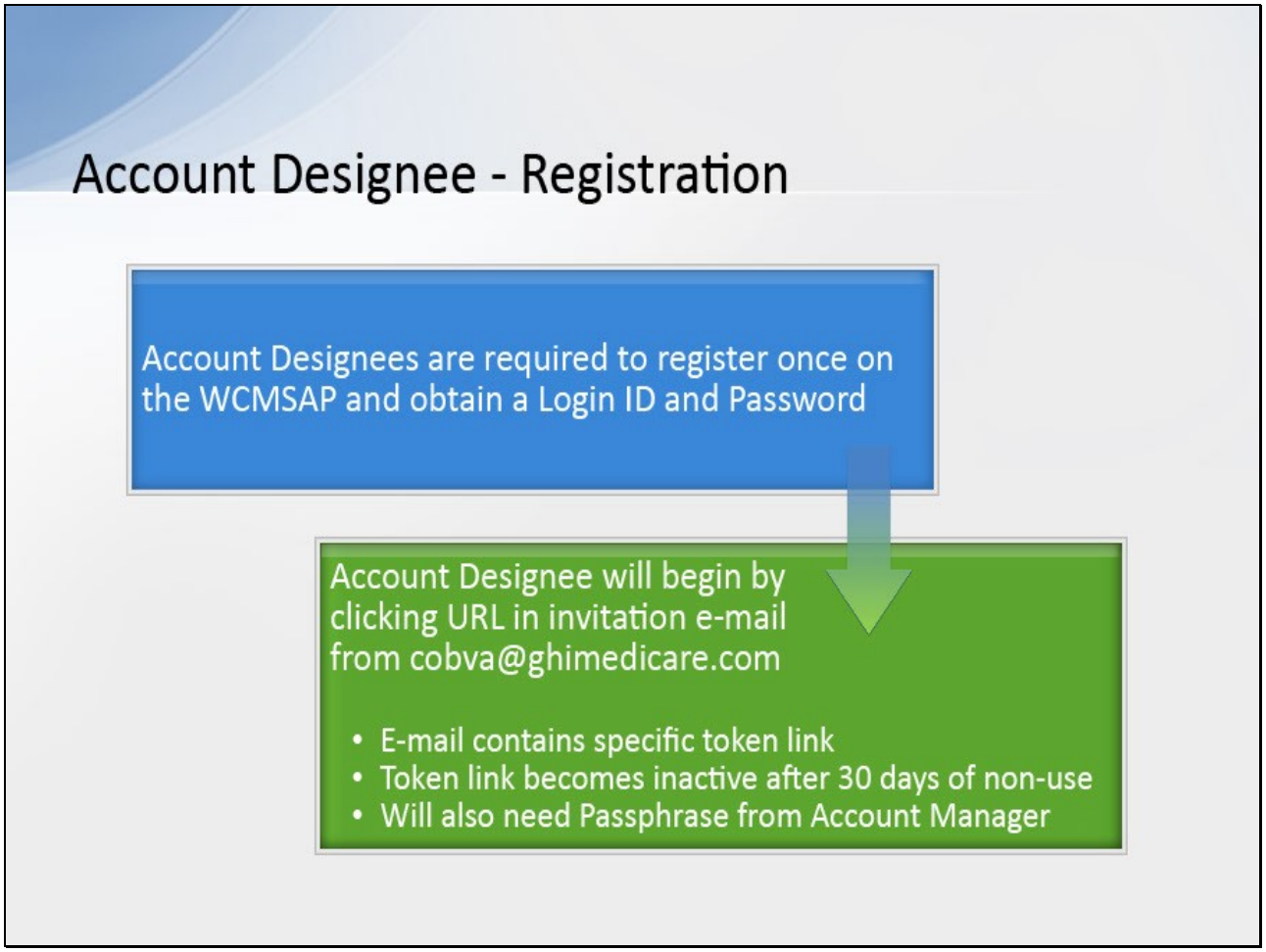

Slide notes

Account Designees are required to register on the WCMSAP and obtain a Login ID and Password before they can use the system.

The Account Designee will only register once.

Only one Login ID is needed no matter how many account IDs they will ultimately be associated with.

The Account Designee will begin the registration process by clicking on the URL in the invitation e-mail that was sent by the Coordination of Benefits Contractor (COBC).

The e-mail will come from cobva@ghimedicare.com.

Ensure that your spam filter software has been updated to allow receipt from this e-mail address.

The URL in this e-mail contains a specific token which grants access to the registration site.

The token link becomes inactive after 30 days of non-use, so it is imperative that the Account Designee registers as soon as possible after receiving the invitation e-mail.

They will also need the Passphrase that was given to them from the Account Manager which must be entered during the registration process.

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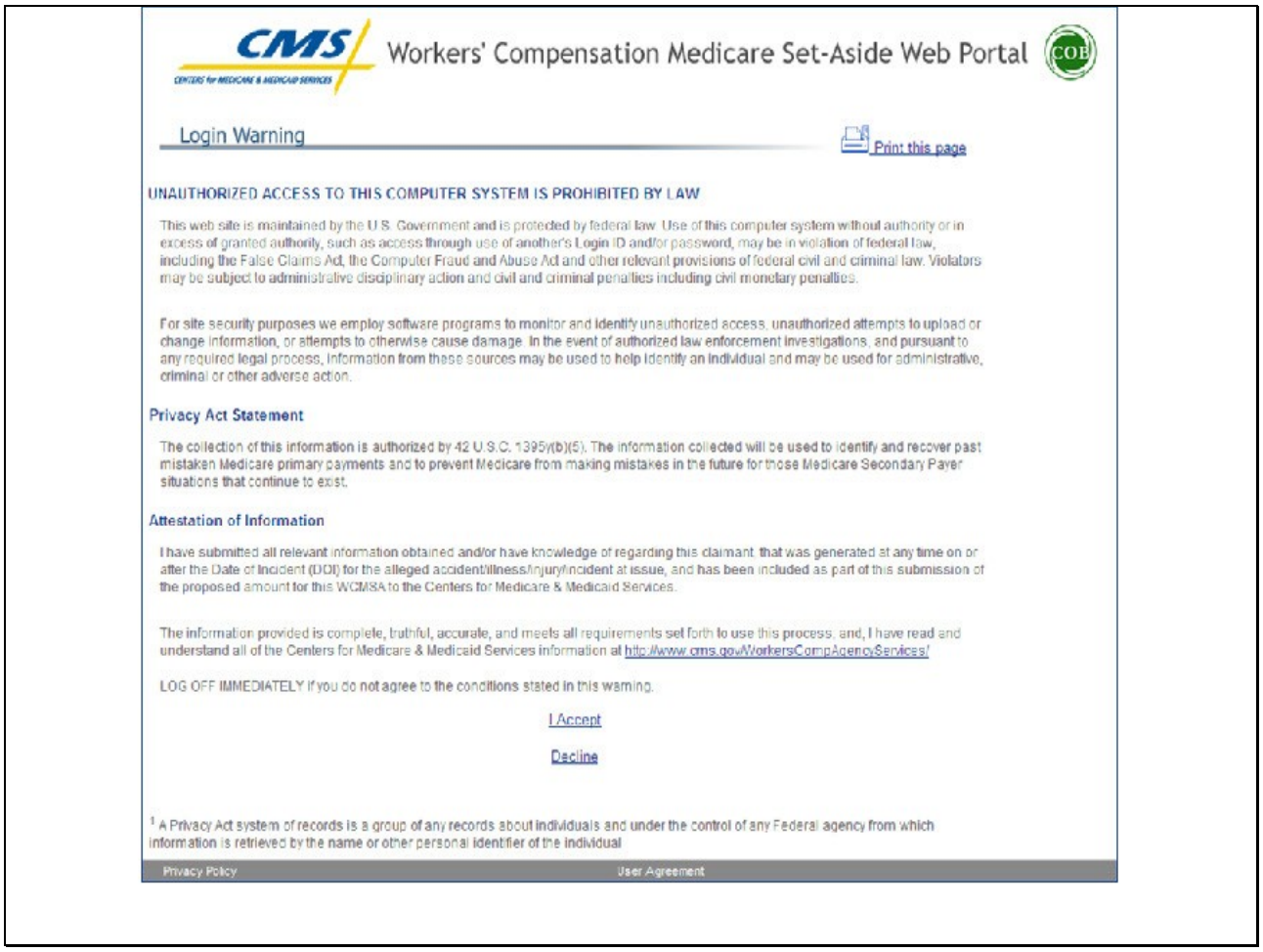

Slide notes

Once the URL in the invitation e-mail has been clicked, the Login Warning page will display, detailing the Data Use Agreement (DUA).

The DUA provides information about WCMSAP security mesaures including access, penalty and privacy laws.

All users must agree to the terms of this warning each time they access the WCMSAP application.

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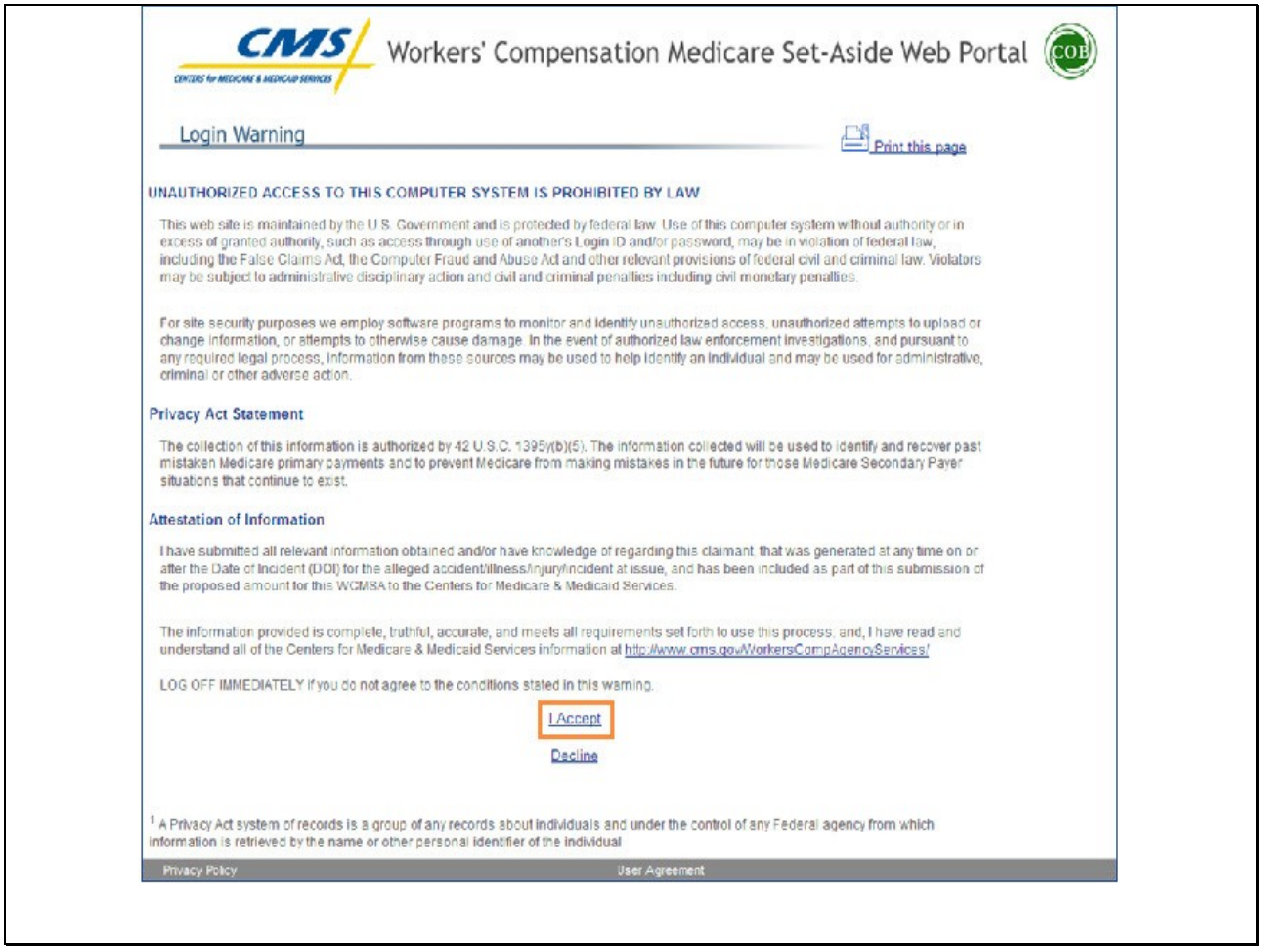

Slide notes

Users must review the DUA and click the [I Accept] link at the bottom of the page to continue otherwise they will be denied access to the WCMSAP site and will be unable to register.

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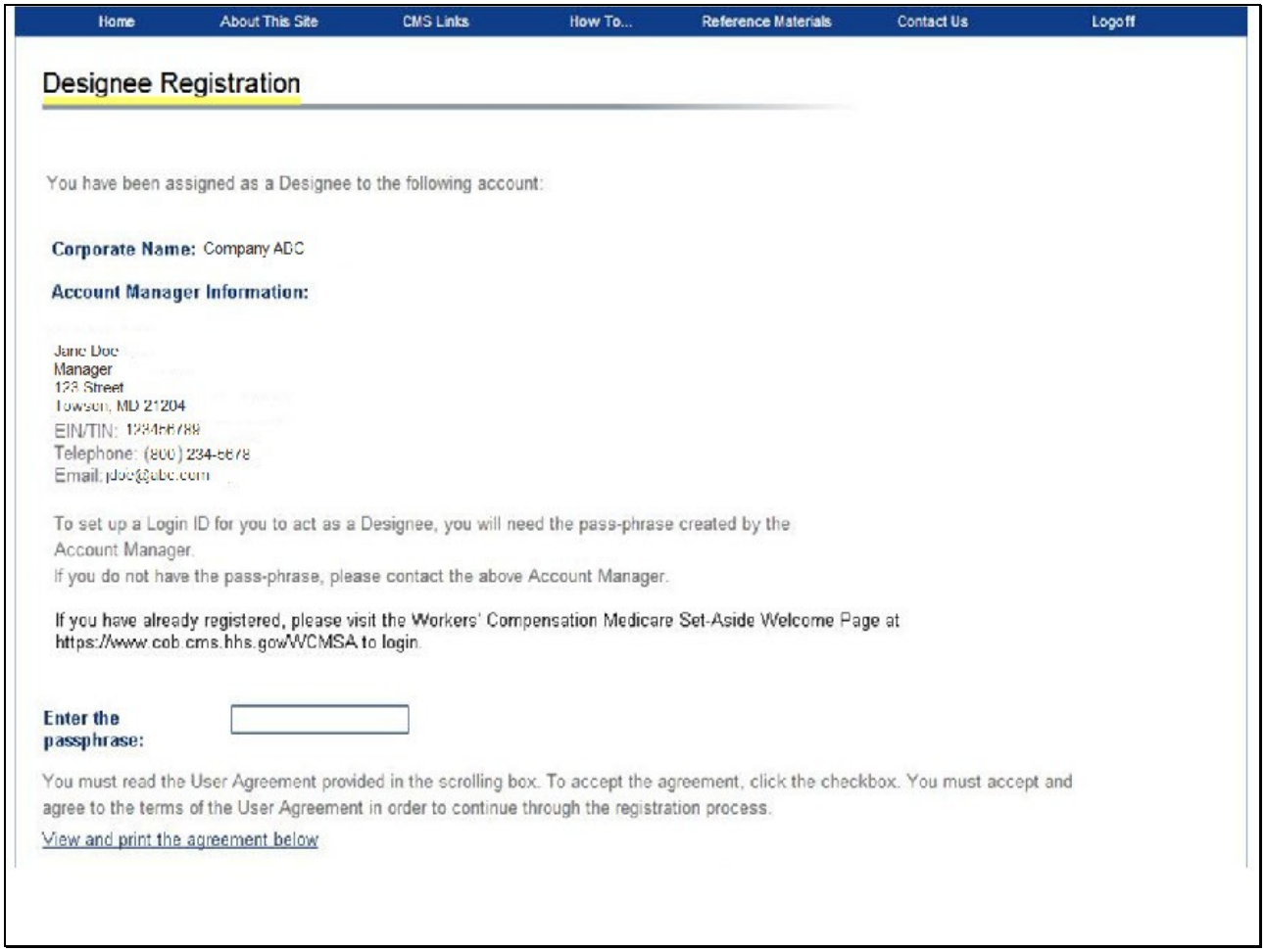

Slide notes

If the Account Designee accepts the terms of the Login Warning, the Designee Registration page will display.

The Designee Registration page informs the user that they have been assigned as an Account Designee for the listed Account ID.

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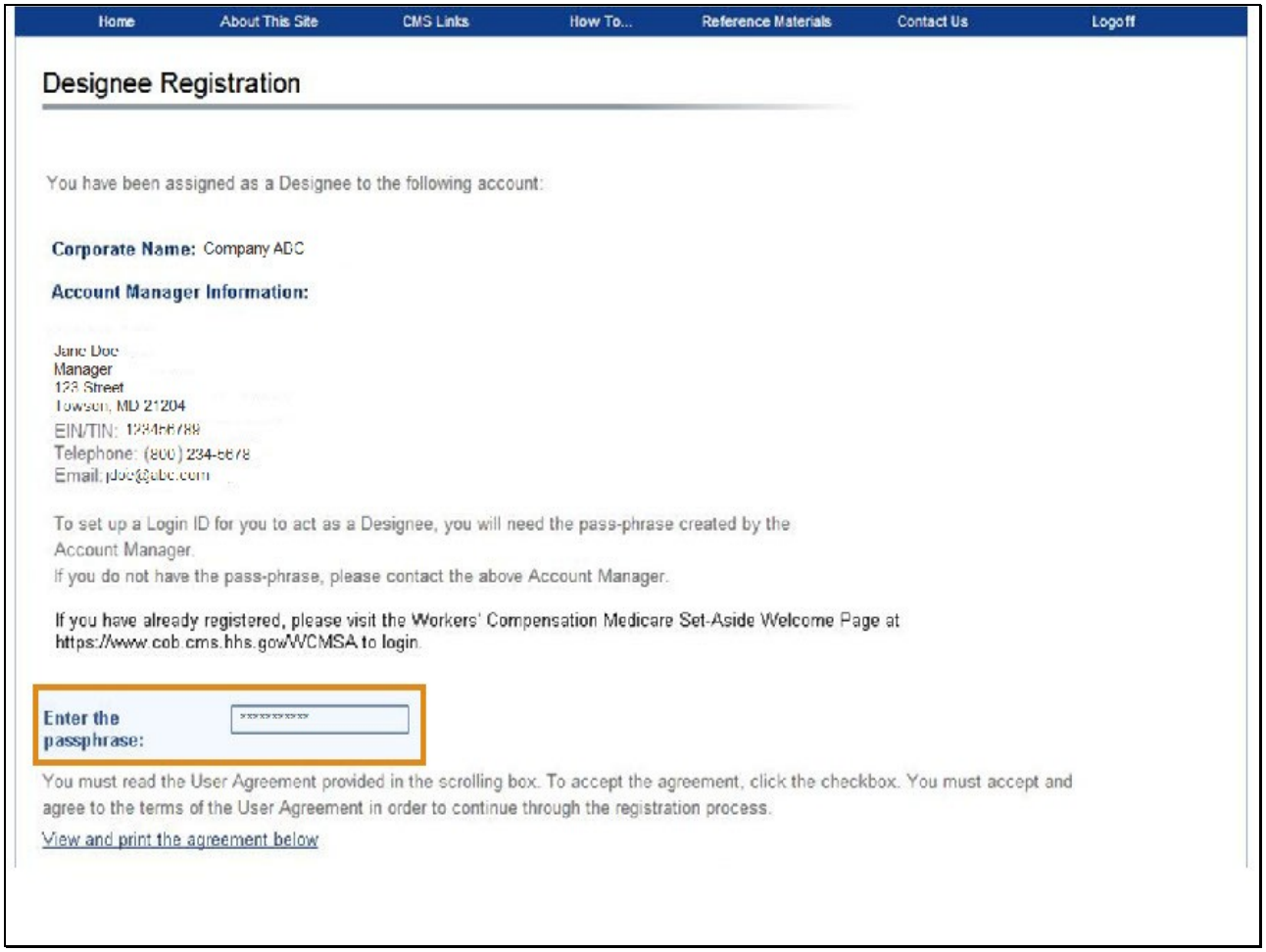

Slide notes

The Account Designee will enter the Passphrase given to them by the Account Manager.

Note: The Passphrase is case-sensitive. It must be entered exactly as it was given by the Account Manager.

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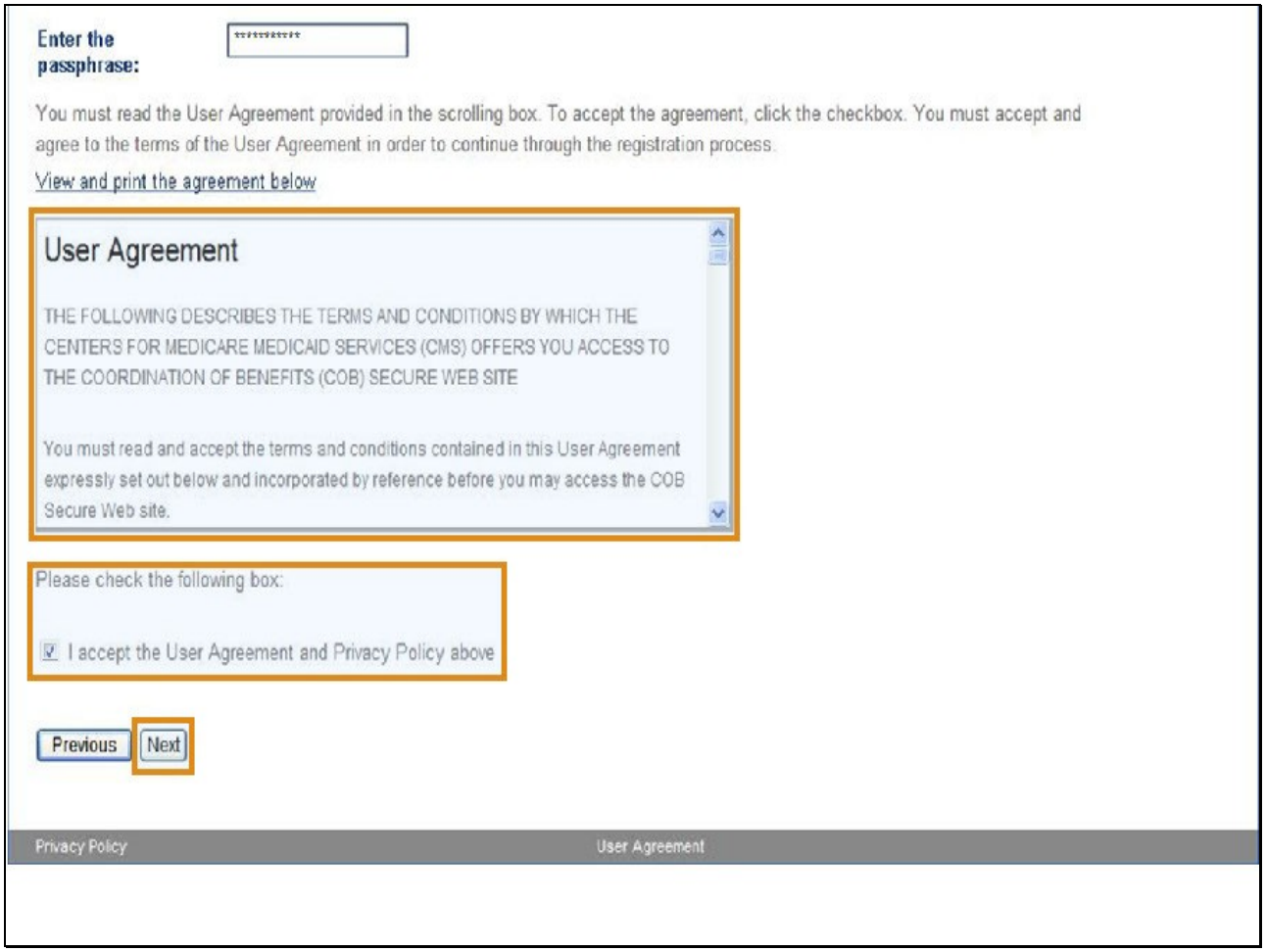

Slide notes

The Account Designee must review the DUA, check the box to accept the terms, and click Next to continue.

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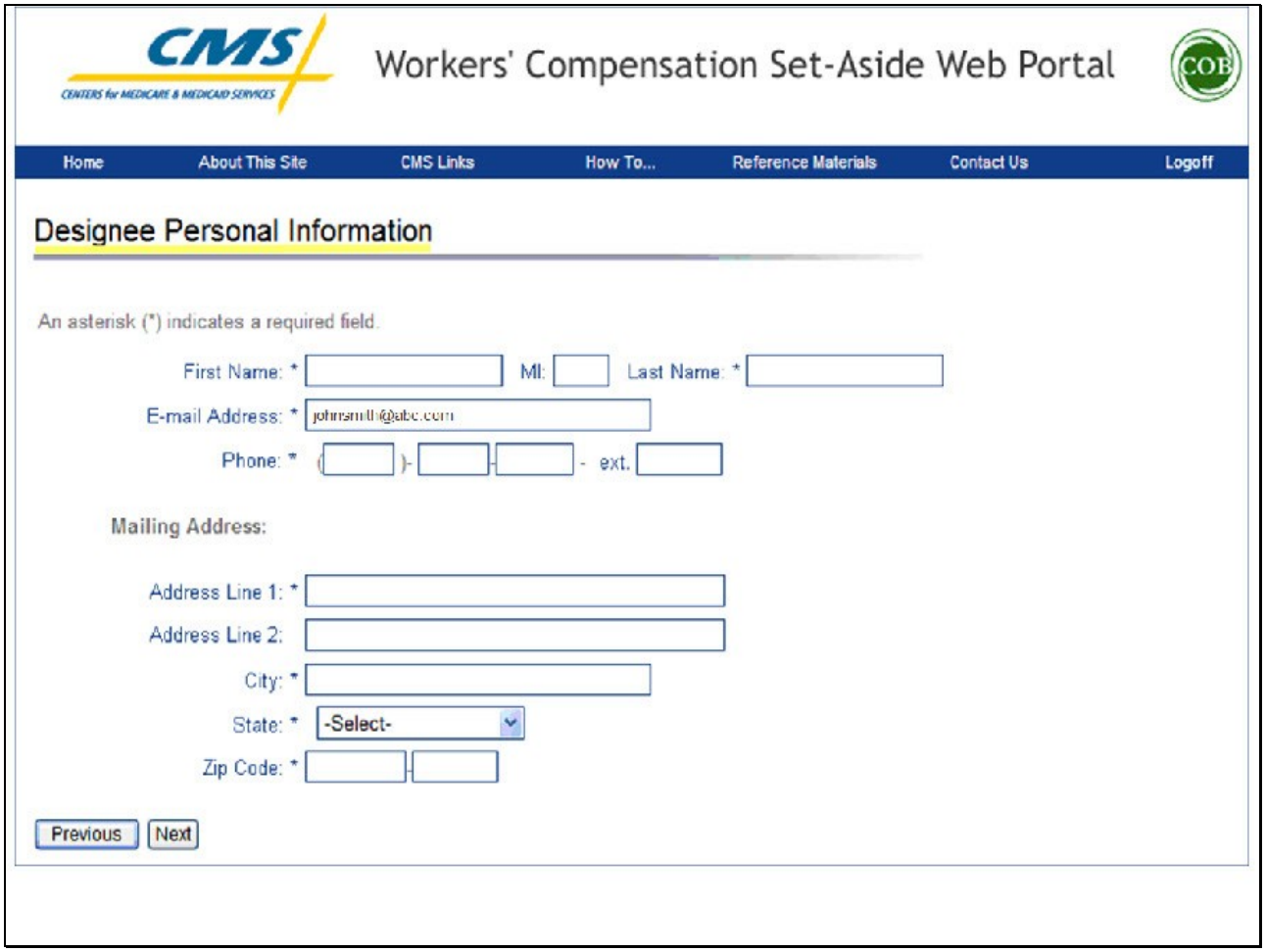

Slide notes

The Designee Personal Information page will display.

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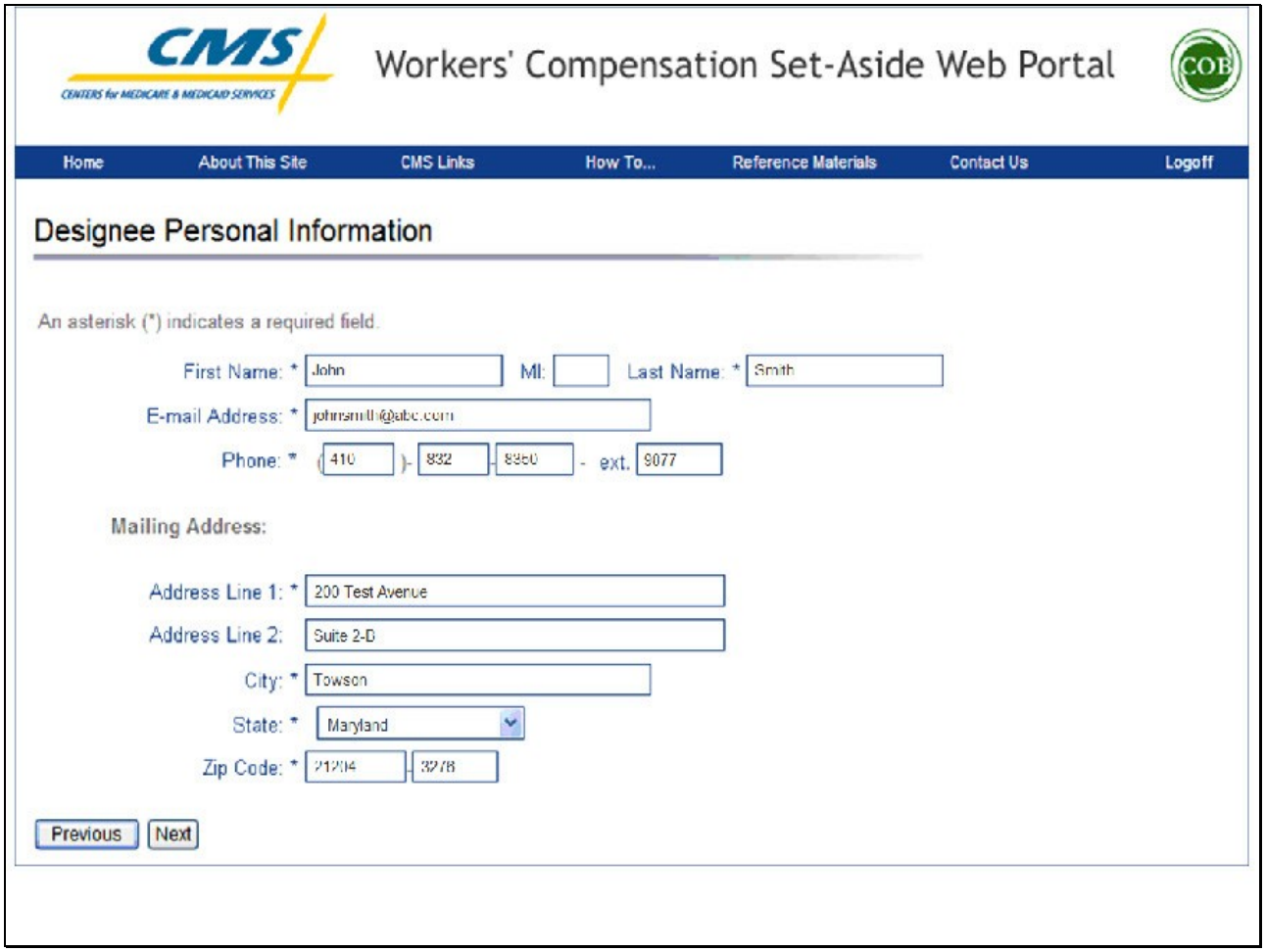

Slide notes

Enter the required information and click Next to continue. Note: Required fields are denoted by an asterisk (*).

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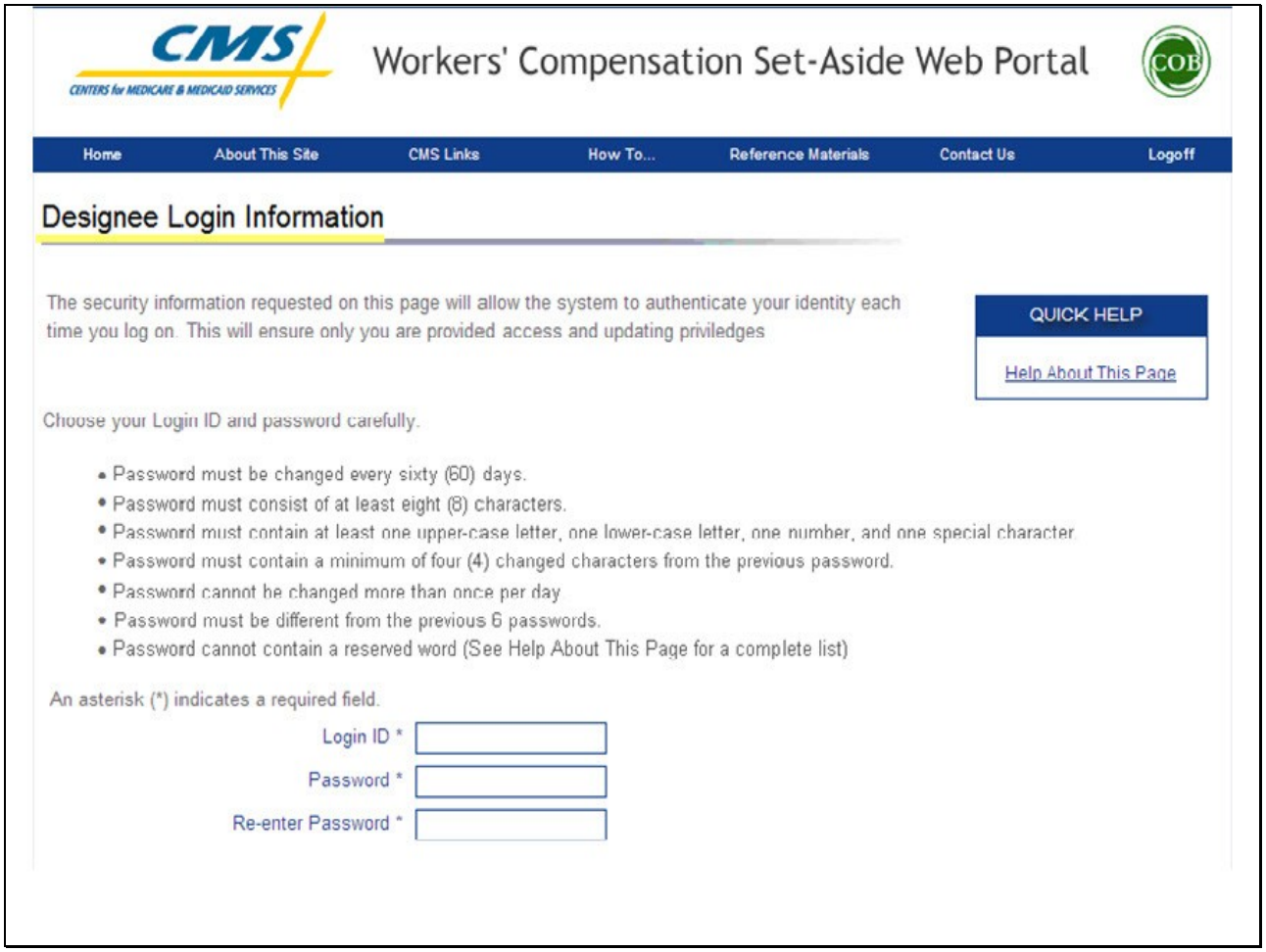

Slide notes

The Designee Login Information page will display, where the Account Designee must set up a Login ID and Password and also select two Security Questions.

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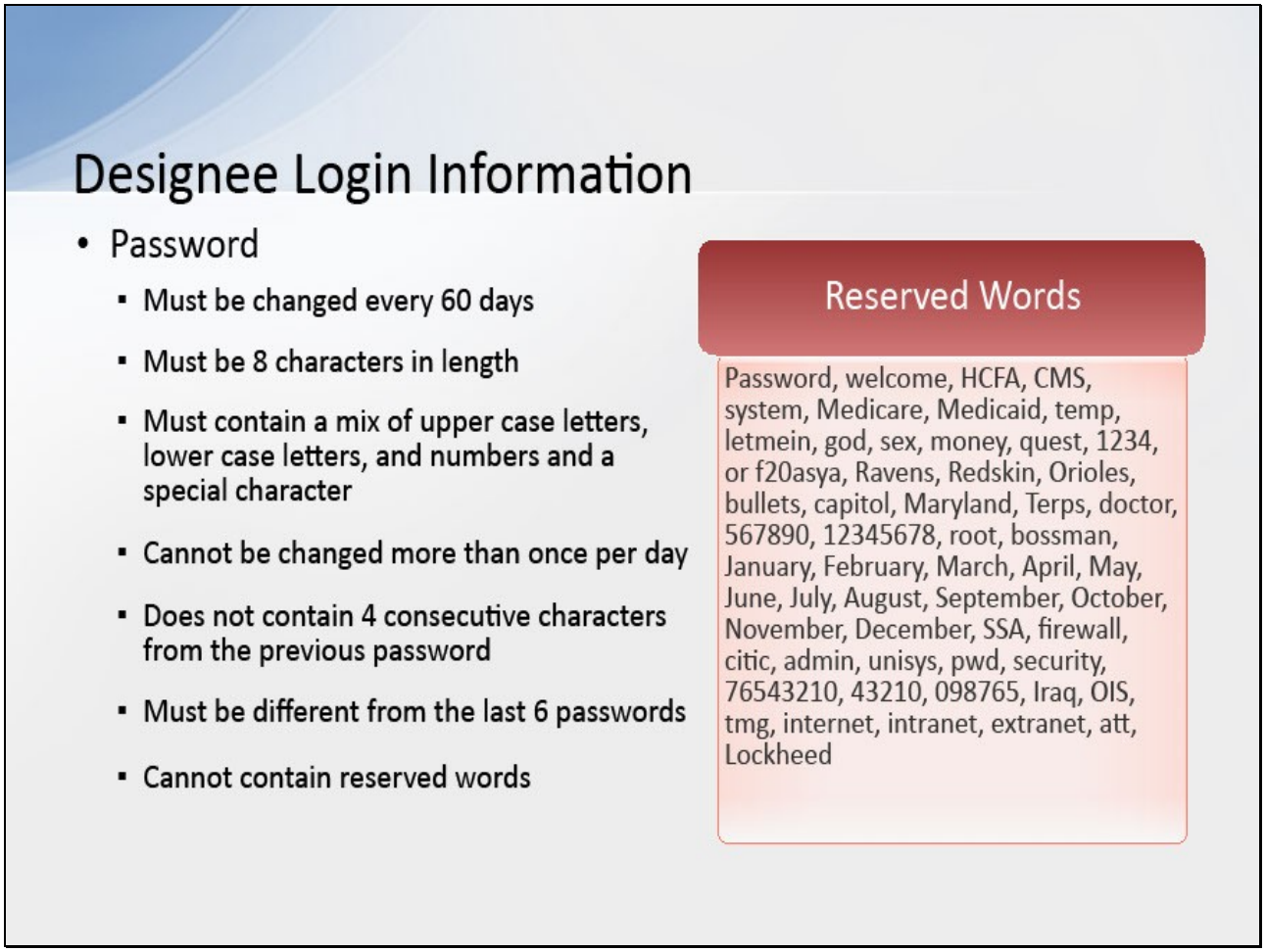

Slide notes

When choosing a Password, ensure that it:

is changed every 60 days; is 8 characters in length; contains at least one upper case letter, one lower case letter, one number, and one special character; is not changed more than once per day;

does not contain 4 consecutive characters from the previous password; is different from the last 6 Passwords; and does not contain a reserved word (i.e., Password, welcome, hcfa, cms, system, medicare, medicaid,

temp, letmein, god, sex, money, quest, 1234, or f20asya, Ravens, Redskin, Orioles, bullets, capitol, Maryland, Terps, doctor, 567890, 12345678, root, bossman, January, February, March, April, May, June, July, August,

September, October, November, December, SSA, firewall, citic, admin, unisys, pwd, security, 76543210, 43210, 098765, Iraq, OIS, tmg, internet, intranet, extranet, att, Lockheed).

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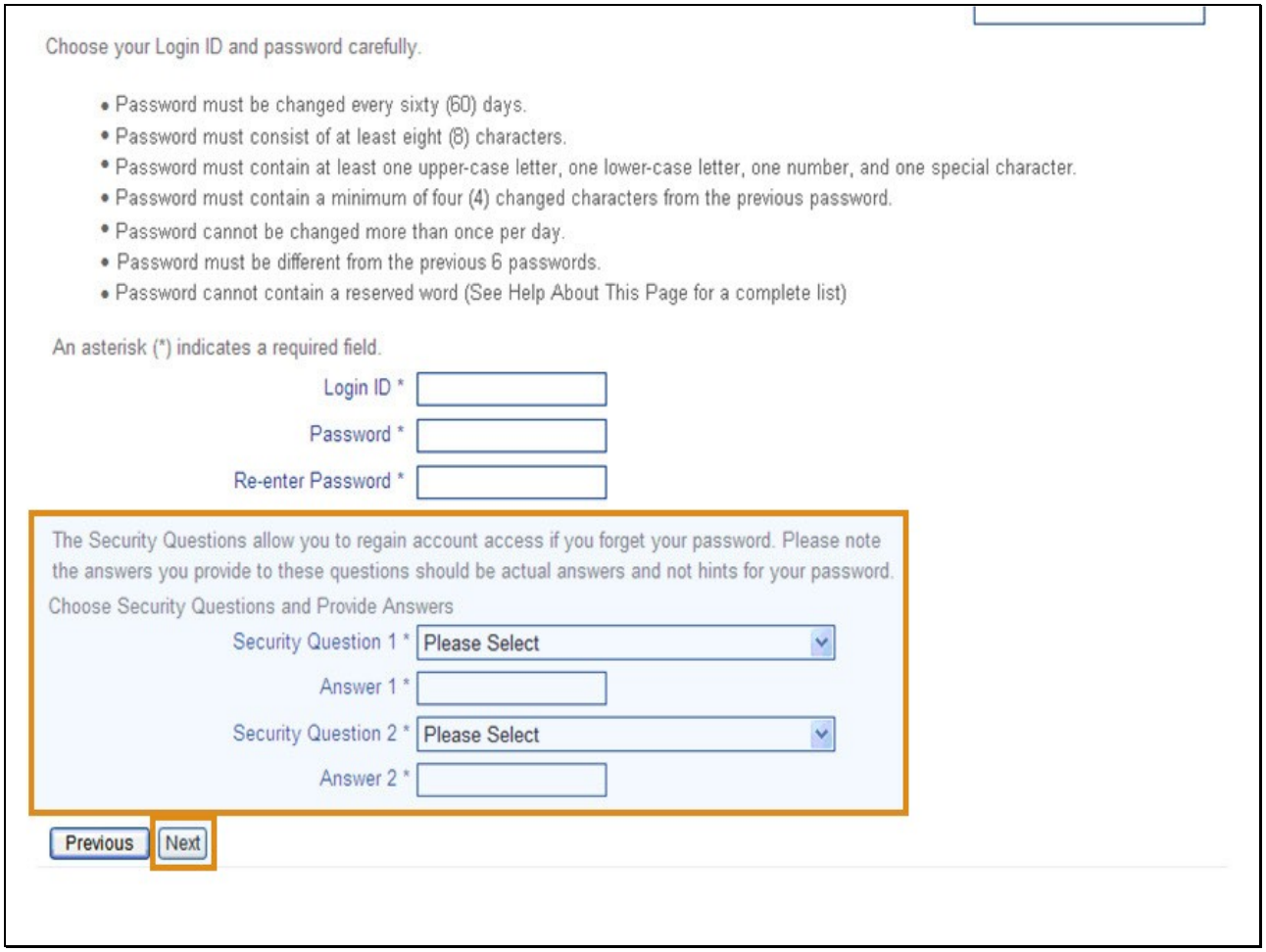

Slide notes

The Security Questions will be used to assist the Account Designee in regaining account access if they forget their password.

The answers provided to these questions should be actual answers and not hints for the password.

Enter all required information and then click Next to continue.

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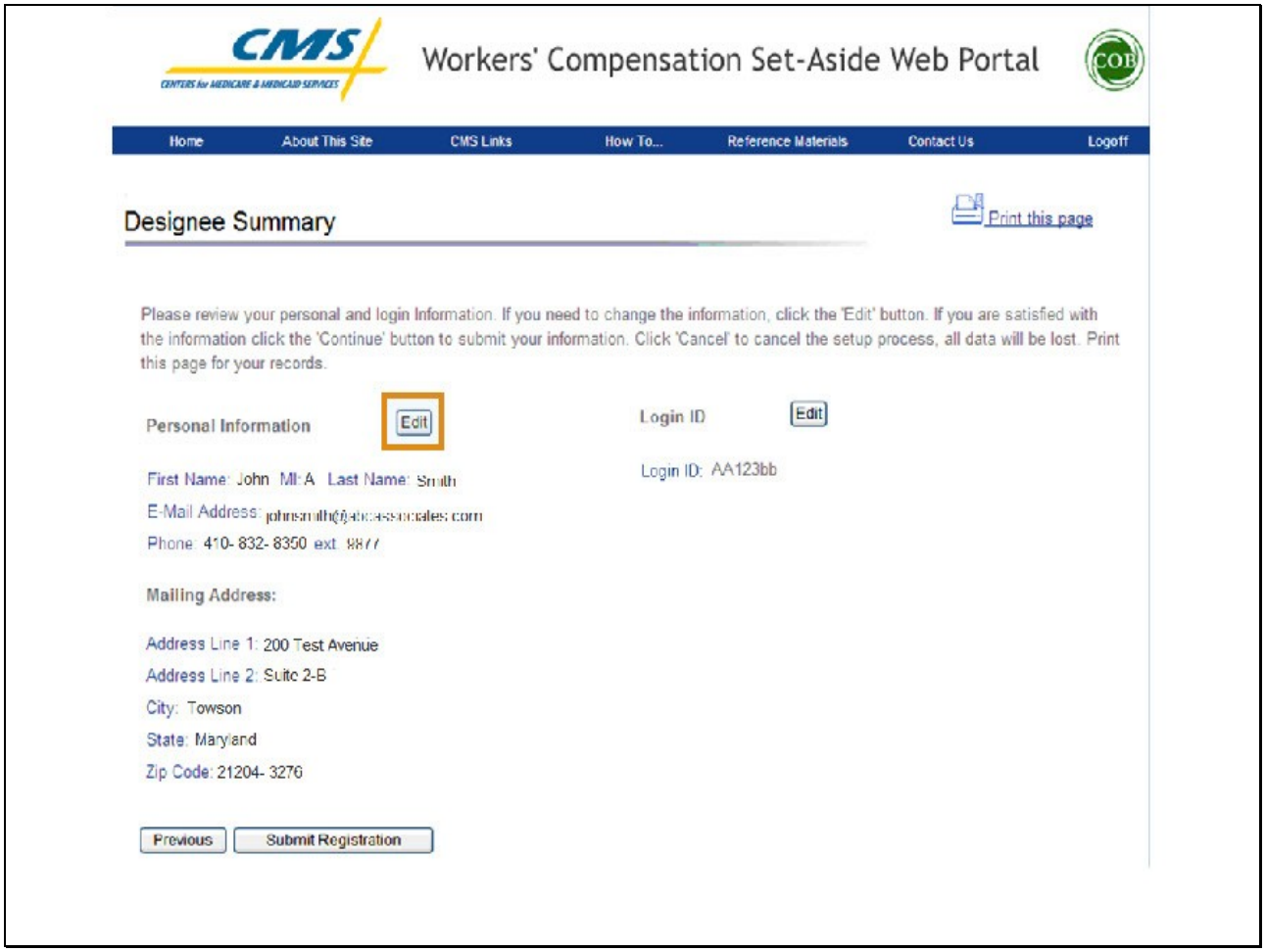

Slide notes

The Designee Summary page will display.

This page provides a summary of the information that has been entered during the Account Designee registration process.

Review this page for accuracy and completeness.

To make any corrections, click the Edit button next to the section that requires updates.

This action will return the user to the corresponding page.

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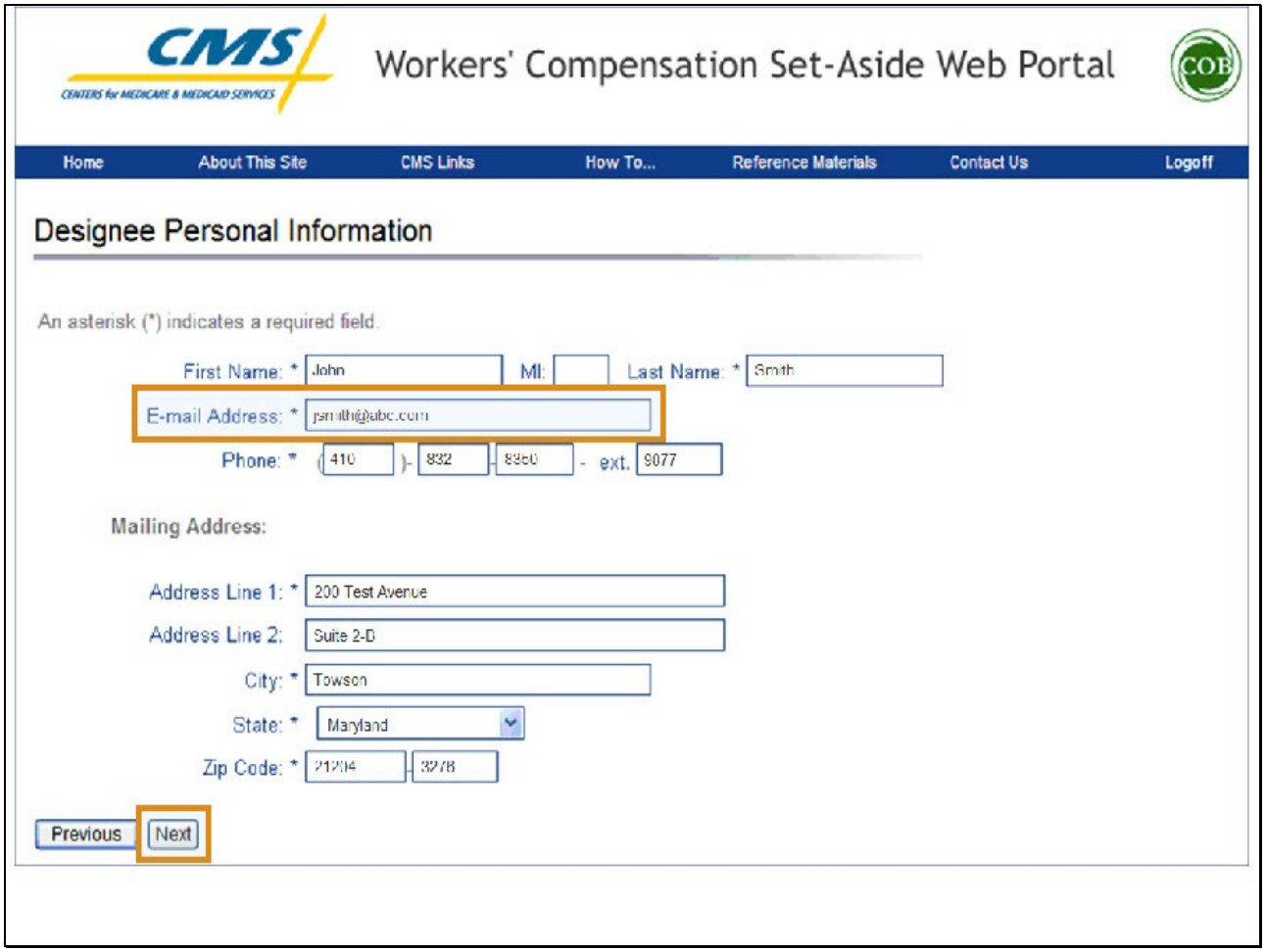

Slide notes

Change any of the information as needed and click Next to navigate back to the Designee Summary page.

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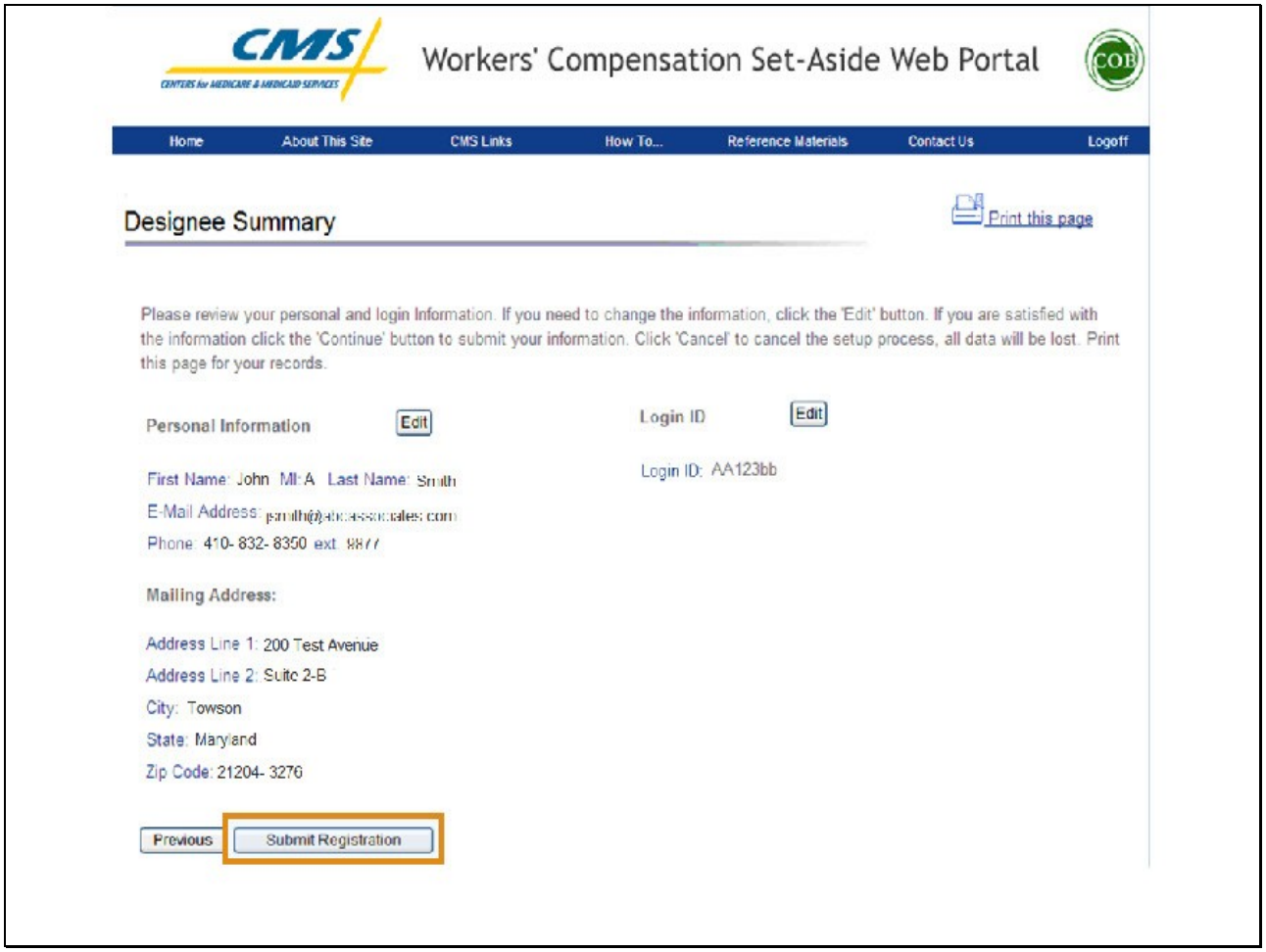

Slide notes

When all information has been verified for accuracy and completeness, click Submit Registration.

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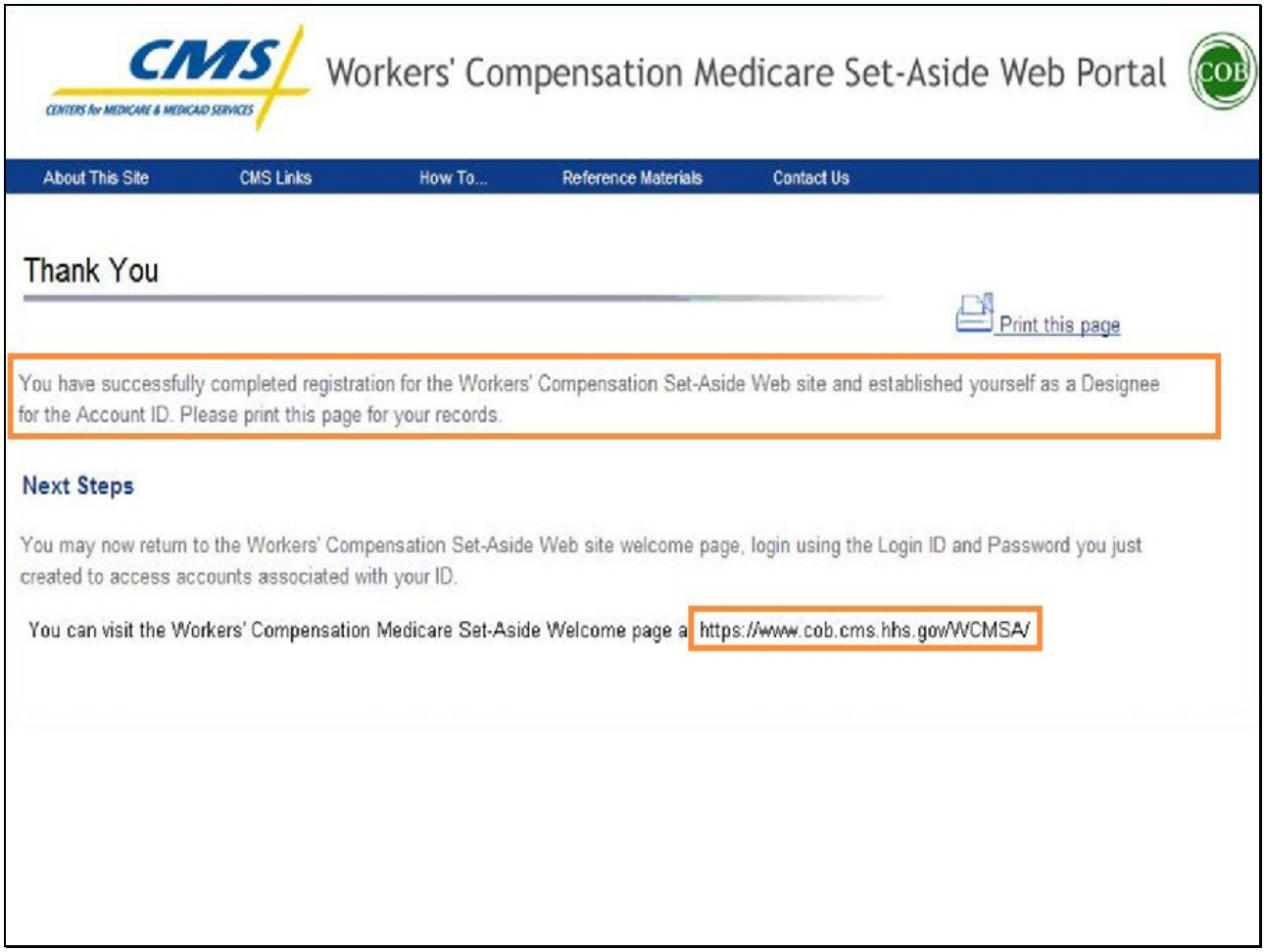

Slide notes

The Thank You page will display stating that the Account Designee has been successfully registered on the WCMSAP.

Click the Workers' Compensation Medicare Set-Aside Welcome page link to go to the WCMSAP Welcome page to log in to the site and manage account information.

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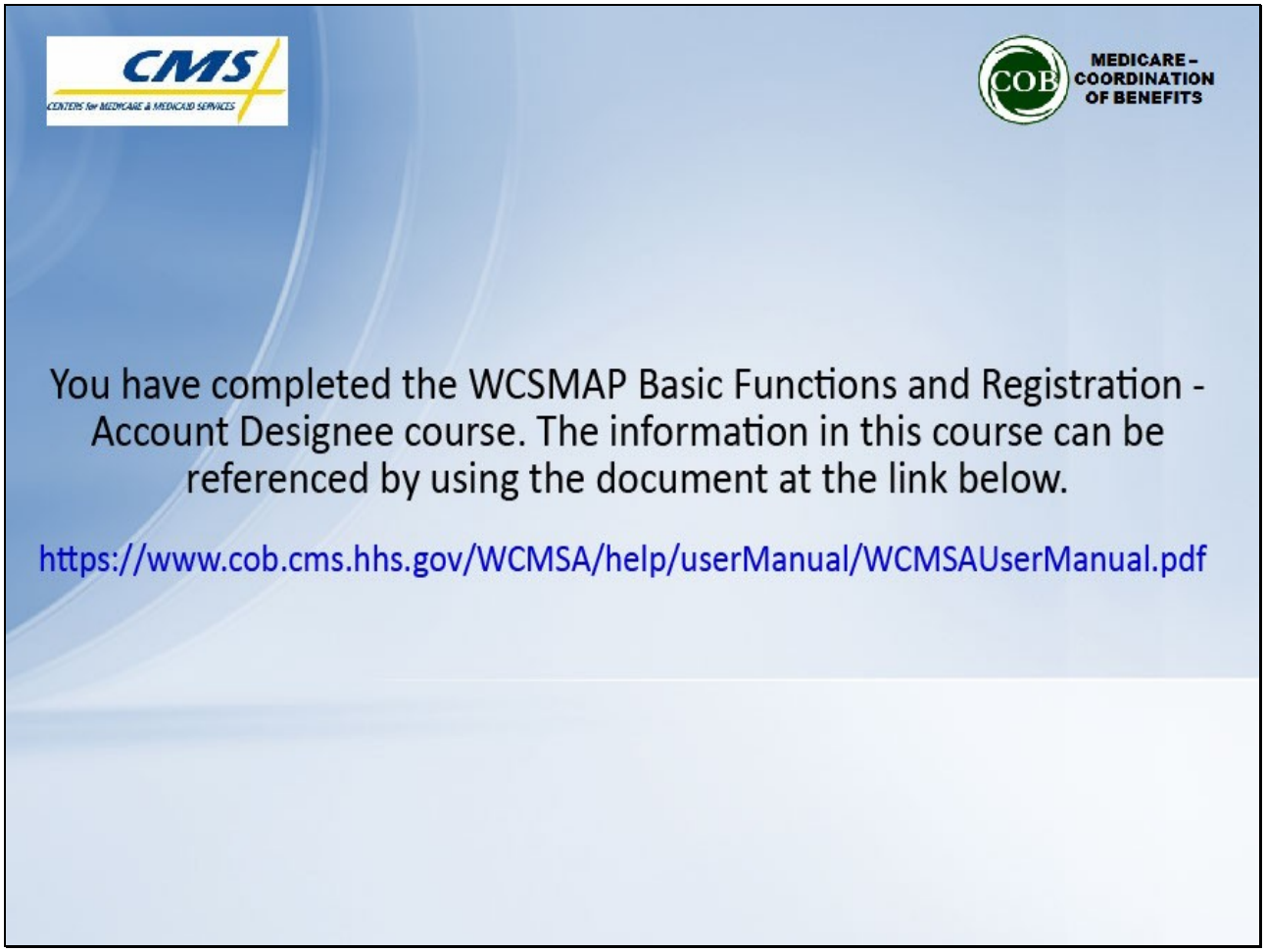

Slide notes